



Date : January 19 - March 25, 2021  
Time : 10.00 am – 12.30 pm  
Duration : 40 hours  
Location : Remote Online Learning  
Platform : TalentLMS & Zoom  
Fees : FMM Member: RM1,378/pax  
(inclusive of 6% Service Tax)  
Non Member: RM1,696/pax  
(inclusive of 6% Service Tax)

Contact  
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## REMOTE ONLINE TRAINING

# FMM Certificate in English Language For Business Communication

January 19 - March 25, 2021  
(Tuesday & Thursday)  
Time: 10.00 am - 12.30 pm

### Facilitator

#### Leela Menon

Ms Leela Menon is an English Language expert with several years of training experience in this field. She has been in education for 27 years. She possesses a Masters in English as a Second Language (MESL). She was awarded the Excellent Service Award (2006) during her service as an educationist.

Leela has an in-depth knowledge necessary to respond to participants' needs and wants. Her specialty is in Communication, soft skills, team building, identifying training needs, and Time Management. She has conducted various English courses and soft skills training in various organisations such as New Straits Times Press, Sunway College, Bernama, Texcam-Pack, Palm Oleo Sdn Bhd, Finesse Moulding Sdn Bhd, etc. She has conducted training programs for several companies in Selangor, Pulau Pinang, Kuantan, Seremban and Melaka.

Having worked with working adults of varying levels of English proficiency, she is a specialist in helping people grow and develop their potential, as well as getting them to put across their messages with impact. Leela is approachable in her ways and believes in the personal touch when delivering any training programme. She strives to conduct innovative and results driven workshops to bring positive changes to individuals and their performance.

She is also a Certified Practitioner of Neuro-Linguistic Programming and Time Line Therapy recognized by the American Board of Neuro Linguistic Programming and the Time Line Therapy Association, USA and is currently pursuing a course on Hypnosis.

#### Who Should Attend

This course is for non-executives: supervisors, line-leaders and clerks

#### Award of Certification

Upon successful completion of the course and its assessment, participants will be awarded the FMM Certificate in English Language for Business Communication issued by FMM Institute.

English communication is vital even among non-executives who struggle to communicate because of their poor command of the language. Hence important information is either distorted or misunderstood, causing frequent miscommunication. This lack of confidence to speak and write in English affects their performance in their written email or report.

This 40-hour course (2.5 hours x 16 sessions) aims to create the confidence to speak in simple and clear English and to transfer that ability to write emails and reports and impart information needed by their jobs.

#### Course Objectives

By the end of the course, participants will be able to;

- Communicate confidently in simple and grammatically correct English in a variety of situations, either at the workplace or at social functions.
- Use Plain English when writing emails and simple reports

#### Methodology

The course will be conducted through online classes

#### Course Contents

##### Module 1

- Present and Present Continuous
- Past and Past Continuous Tense

##### Module 2

- Future and Future Continuous Tense  
- Role Play and Quizzes

##### Module 3

- Present Perfect and Past Perfect Tense  
- Question and Answer Session  
- Identifying Errors in Sentences

##### Module 4

- Using the Correct Subject and Verb Agreement in Speech  
- Identifying Common Grammatical Errors in Speech  
- Quiz on Subject and Verb Agreement  
- Writing Simple Dialogues Using Agreement

##### Module 5

- Using Wh Questions, Question Tag in Speech  
- Creating Questions in Various Tenses  
- Written Work on Creating Questions  
- Applying the Questioning Technique in Mock situations

##### Module 6

- Active and Passive Voice  
- Using Active Voice in Email Writing  
- Using Passive Voice in Email Writing

##### Module 7

- Accepting and Declining Invitations  
- Phrases Used in Accepting and Turning Down Invitations  
- Phrases Used in Agreeing, Disagreeing, Giving Opinions and Refuting Claims  
- Role Play - Arranging to Meet

##### Module 8

- Prepositions and Conjunctions  
- Making Sentences Based on Pictures and Situations Given  
- Worksheets on Prepositions and Conjunctions

##### Module 9

- Plan English in Email Writing  
- Various Do's and Don'ts in Email Writing  
- Group Work - Writing Emails

##### Module 11 & 12

- Oral Presentation on Topic

##### Module 13

- Reported Speech  
- Using Direct and Indirect Speech in Conversation  
- Passing Information and Messages Related to Work

##### Module 14

- Writing A Short Report

##### Module 15 & 16

- Final Exam
- Revision of Paper/Course

# REGISTRATION FORM

## FMM Certificate in English Language for Business Communication

January 19, 21, 26, 2021

10.00 am - 12.30 pm

Remote Online Training

February 2, 4, 9, 23, 25, 2021

March 2, 4, 9, 11, 16, 18, 23 & 25, 2021

### The Manager

#### FMM Institute

Tel: 03-6286 7200 Fax: 03-6277 6712

Email: training@fmm.org.my

Dear Madam,

Please register the following participant(s) for the above programme:  
(To be completed in **BLOCK LETTERS**)

Please tick (✓) accordingly:

PSMB Scheme:  SBL  Non Contributor

Fees:  FMM member RM1,378 / pax  
(Inclusive of 6% Service Tax)

Non Member RM1,696 / pax  
(Inclusive of 6% Service Tax)

1. Name	Designation	E-mail
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Nationality	IC No.	
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2. Name	Designation	E-mail
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Nationality	IC No.	
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(if space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. \_\_\_\_\_ for RM \_\_\_\_\_

Being payment for \_\_\_\_\_ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_ E-mail: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Company: \_\_\_\_\_ FMM Membership No.: \_\_\_\_\_

Address: \_\_\_\_\_

My Corporate Identity No.: \_\_\_\_\_ Date : \_\_\_\_\_

Registration is on a first-come first-served basis. Cheques made in favour of the "FMM Institute" or payment advice via online payment should be forwarded one week before the commencement of the programme. Completed registration form online, faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.